

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 2001

Docket No. R2001-1

RESPONSE OF THE UNITED STATES POSTAL SERVICE
TO OCA INTERROGATORIES OCA/USPS-60(a)(b)(e)
(December 19, 2001)

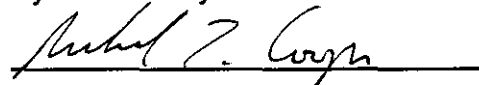
The United States Postal Service hereby provides its responses to the following interrogatories of Office of the Consumer Advocate: OCA/USPS-60(a)(b)(e), filed on October 11, 2001. These responses are provided pursuant to Presiding Officer's Ruling No. R2001-1/12.

Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorney:



Richard T. Cooper

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December 19, 2001

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TO OCA INTERROGATORIES

OCA/USPS-60. The following refers to an article, "Special delivery?" published in Consumer Reports, December 1998. A copy of the article follows as Attachment 1.

- (a) Since December 1998, has the Postal Service performed any analyses, studies, reports or prepared any articles regarding the comparison of USPS Express Mail, Priority Mail and Parcel Post offerings with similar services offered by Federal Express and United Parcel Service? If so, please provide a copy of each. If not, please explain why the Postal Service has performed no comparisons.
- (b) The Consumer Report article indicates that the FedEx sued the Postal Service for "false advertising." Please indicate the outcome of the lawsuit.
- (e) For FY 2000 and FY 2001, please provide the following information in a format amenable to importing into an EXCEL spreadsheet: (1) the number and nature of the complaint lodged with the Postal Service regarding the accuracy or truthfulness of Priority Mail advertisements; and, (2) the number and nature of the complaint lodged with the Postal Service regarding the accuracy or truthfulness of Express Mail advertisements.

RESPONSE:

- (a) Please see USPS-LR-J-201, filed under protective conditions pursuant to Presiding Officer's Ruling No. R2001-1/12.
- (b) The litigation was settled. Disclosure of the terms of the settlement is prohibited by the settlement agreement.
- (e) Attached is the FY 2001 summary report for advertising from the Consumer Affairs Tracking System, maintained by the Postal Service's Consumer Advocate Office. The report is not available in a format amenable to importing into an EXCEL spreadsheet. This is the only information available responsive to the interrogatory.



Trend by Details - National 2001

Problem

Retail

USPS Advertisements

Issue	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
USPS Advertisements	5	5	13	29	29	24	16	23	7	8	11	11	9	190
Involved	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Corporate Campaign	1	0	2	8	10	7	4	8	0	3	0	2	4	49
Details	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Objects To Spokesperson	0	0	0	1	2	1	0	0	0	0	0	0	0	4
Objects To Sponsorship/Events	0	0	0	1	2	0	1	0	0	0	0	0	3	7
Objects To USPS Advertisement	0	0	2	6	1	5	0	5	0	1	0	1	0	21
Other	1	0	0	0	5	1	3	3	0	2	0	1	1	17
USPS Spends Too Much Money	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Involved	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Express Mail	2	2	0	0	0	1	1	0	2	0	0	0	0	8
Details	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
FCATS v 2.3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inaccurate Information	1	1	0	0	0	1	1	0	0	0	0	0	0	4
Objects To USPS Advertisement	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	1	1	0	0	0	0	0	0	1	0	0	0	0	3

Involved	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
FCATS v 2.3	0	0	0	1	1	0	0	1	0	0	0	0	0	3
Details	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
FCATS v 2.3	0	0	0	1	1	0	0	1	0	0	0	0	0	3

Involved	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
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Involved	1	2	3	4	5	6	7	8	9	10	11	12	13	YTD
New Product Campaign	0	0	3	2	5	2	2	4	1	0	4	2	1	26
Details	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Inaccurate Information	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Objects To Spokesperson	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Objects To Sponsorship/Events	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Objects To USPS Advertisement	0	0	1	2	4	0	0	1	0	0	0	1	0	9
Other	0	0	2	0	1	1	1	3	1	0	3	0	1	13

Involved	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
New Service Campaign	1	1	1	6	8	7	6	5	1	3	2	2	1	44
Details	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Inaccurate Information	0	0	1	0	0	0	0	0	0	1	0	0	0	2
Objects To Spokesperson	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Objects To Sponsorship/Events	0	0	0	0	0	0	1	0	0	1	0	0	0	2
Objects To USPS Advertisement	0	0	0	6	5	6	1	5	0	0	0	2	1	26
Other	1	1	0	0	2	1	4	0	1	1	2	0	0	13

Involved	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Priority Mail	1	1	0	4	1	2	1	0	0	0	1	1	2	14
Details	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
FCATS v 2.3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inaccurate Information	1	1	0	3	0	0	0	0	0	0	1	0	1	7
Objects To USPS Advertisement	0	0	0	0	1	1	1	0	0	0	0	1	1	5
Other	0	0	0	1	0	1	0	0	0	0	0	0	0	2

[illegible]

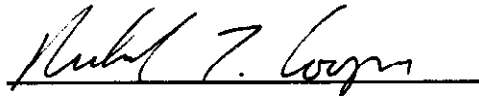
Trend by Details

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Involved	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Signs In Lobby	0	1	7	7	4	5	2	4	3	2	4	3	1	43
Details	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13	YTD
Inaccurate Information	0	0	2	3	3	1	1	1	0	1	0	1	0	13
Objects To Sponsorship/Events	0	0	0	0	0	0	0	0	1	0	0	1	0	2
Objects To USPS Advertisement	0	0	1	1	0	2	0	1	0	0	2	0	0	7
Other	0	1	4	3	1	2	1	2	2	1	2	1	1	21

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

A handwritten signature in cursive script, appearing to read "Richard T. Cooper", is written over a horizontal line.

Richard T. Cooper

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